



County of Yolo

## County Administrative Office Administrative Services Manager

<b>SALARY</b>	\$55.86 - \$67.89 Hourly
	\$9,682.40 - \$11,767.60 Monthly
	\$116,188.80 - \$141,211.20 Annually

---

### Description

#### DEFINITION

Under administrative direction, designs, implements, manages, and monitors a wide variety of administrative support functions and services involving personnel administration and policy, employer relations and negotiations, communications, compliance, contracts, procurement, equipment, facilities, fleet, finance, performance, countywide policies and procedures, process improvement, , security, and leadership in support of the County Administrative Office (CAO); serves as a member of the department executive management team; provides input into key department policy decisions; and coordinates assigned activities and strategic initiatives with other divisions, departments, outside agencies, in support of the Board of Supervisors and the general public.

#### DISTINGUISHING CHARACTERISTICS

This at-will single position classification is allocated only to the CAO and is characterized by its management level responsibilities for a variety of administrative support functions. The incumbent serves as key participant in the development and implementation of the CAO strategic planning, performance measurement, process improvement, and other highly visible or special projects and initiatives. The incumbent reports to the County Administrator or designee and provides supervision and direction to assigned staff in the CAO.

#### Essential Functions

Duties may include, but are not limited to, the following:

- Develops and presents a broad spectrum of administrative services trainings and/or provides accurate, complete, and up-to-date information to CAO employees, other County staff, representatives of outside agencies, and member of the public.
- Coordinates, monitors, and directs the acquisition, allocation and use of equipment, supplies, and office and facility space.
- Consults, negotiates, manages, and monitors contracts with outside suppliers, service providers, leasing agents, and others; assures compliance with contract terms.
- Works closely with CAO leadership to establish program goals, objectives/performance outcomes, priorities, and policies; develops and manages mechanisms to timely collect and report performance measures.
- Analyzes internal and external interest and understanding of CAO programs and services; advises leadership on employee and public perception, implementation, and communication strategies.
- Oversees the development of readily understandable brochures, articles, fact sheets, bulletins,

video/film materials, graphics, social media content, websites, and other informational materials related to CAO programs and activities for dissemination to the public, employees, partner agencies, and communications media.

- Directs and coordinates the planning, organization, staffing, and logistical details of press conferences, community outreach activities, employee activities, and other special/promotional events.
- Facilitates the development and implementation of the CAO Strategic Plan; ensures engagement of employees, stakeholders and the public; monitors, evaluates, and reports on the progress of the Plan.
- Serves as a liaison and provides strategic planning expertise on emerging research, best practices, and technologies regarding performance measurement, monitoring, and evaluation to CAO executive leadership team and staff, other departments in the county, state and federal agencies, and external partners.
- Develops and administers guidelines, policies, and procedures related to strategic planning and efforts, program effectiveness, performance standards and measures, and communications to promote and enhance services.
- Participates in the development and forecasting of the annual budget for assigned programs/functional areas; monitors and approves expenditures; and implements adjustments.
- Represents the CAO at budget meetings and hearings involving the Department of Finance, Board of Supervisors, and all county departments. Shall serve as liaison during internal and/or external budget meetings and hearings.
- Plans, prioritizes, assigns, supervises, reviews, and participates in the work of subordinate personnel to ensure work is performed accurately and consistently within agreed timelines; meets with staff to identify and resolve problems; advises staff in the interpretation and application of local and state codes to ensure compliance with established program policies, procedures, and related regulations.
- Participates in the selection, supervision, training, and evaluation of assigned staff; works with staff to correct deficiencies; recommends and/or implements discipline and termination procedures.
- Performs related duties as assigned.
- Serves as primary liaison and point of contact with all Board deputies and personnel at the Board of Supervisors; and supports the CAO in promptly responding to all Members of the Board of Supervisors in matters of administration, policy, program, budget, and other operational needs.

### **Employment Standards**

**Education:** Bachelor's degree from an accredited four-year college or university in public administration, public policy, business administration, psychology, interdisciplinary studies, or a related field; AND

**Experience:** Three (3) years of progressively responsible experience developing and implementing administrative services, preferably in a government/public sector setting.

**License** This class requires the incumbent to possess and maintain a valid California driver's license, Class C or higher, to carry out job related duties. Individuals who do not meet this requirement due to a physical or mental disability may request a reasonable accommodation.

### **Knowledge & Ability**

#### **Knowledge of:**

- Business and management principles involved in strategic and organizational planning, continuous process improvement, data analysis, contracting, budgeting, fiscal, and resources allocation and

coordination

- Principles and practices of public administration, organization, and management
- Principles, practices, and emerging trends of/in media communication and technology, including social media platforms, branding/messaging, and requirements utilized in the dissemination of information to a wide variety of audiences
- Methods and techniques involved in conducting analytical studies of administrative and management practices, methods, and procedures
- Contract negotiation, preparation, and monitoring
- Effective written and verbal communication/presentation skills; appropriate formats, graphic, and terminology used in administrative and statistical analyses and report writing
- Principles and practices of effective customer service, communication, negotiation, and public outreach that foster collaboration
- Principles and practices of personnel management including supervision, discipline, leadership, mentoring, and training
- Principles and practices for data collection, data management, data evaluation, and reporting
- Office procedures, methods, and equipment including computers and applicable software applications such as publishing software programs, word processing, spreadsheets, databases, and other specialized applications related to area of assignment

**Ability to:**

- Read, interpret, apply, and effectively communicate applicable County rules, policies, and procedures as well as Federal, State, and local laws, rules, and regulations
- Consult with and advise administrators or other interested parties on a wide variety of subjects/areas
- Exercise discretion and maintain confidentiality of sensitive information
- Plan, collect, organize, synthesize, and evaluate data and information from a variety of sources and formulate recommendations
- Plan and organize media and public relations programs and events
- Assess and understand the political environments, including the perspectives, concerns, and needs of the customers, and develop corresponding communication strategies
- Express information and ideas effectively and tactfully, verbally and in writing, in a way that is tailored to the intended audience
- Manage competing interests and priorities within short notices/time constraint
- Select, supervise, train, and evaluate assigned programs/functional areas and personnel
- Develop and maintain constructive and cooperative working relationships with the media, community leaders, County management staff, employees, and representatives of a wide range of public agencies and private organizations
- Manage and supervise employees as designated by the CAO and as necessary to carry on the core duties of the county in supporting the Board of Supervisors and the general public.

**Environmental & Functional Factors**

The incumbent in this class is generally expected to work in an office setting. The incumbent completes work either alone or closely with others. Incumbent is required to communicate verbally with coworkers and clients, in person and on the phone, and timely respond to stressful situations in a calm, courteous/professional manner. The incumbent, under very short notice, may be required to work irregular hours, off-shifts (nights and weekends), and holidays, and travel throughout the County to various

locations for meetings, press releases, media coverage, and other special outreach/promotional events.

**Medical Class**

This class requires the incumbent to perform light physical work, which may include frequent lifting of objects up to ten (10) pounds and occasional lifting of objects up to twenty-five (25) pounds. The incumbent mostly performs sedentary office work and may sit for extended periods of time, but may require the ability to stand, bend, stoop, and/or squat occasionally in addition to being able to place or retrieve items at below waist level. The position also requires manual dexterity, visual acuity, color and depth perception, good hearing, and eye-hand coordination.